

# COMMUNITY SERVICES REFERRAL COORDINATOR

**GRADE: 18**

**FLSA: EXEMPT**

## CHARACTERISTICS OF CLASS:

The Community Services Referral Coordinator performs intermediate paraprofessional and administrative work providing information and referral to community and social services. The incumbent handles a variety of typical assignments and problems independently dealing effectively with normally encountered work situations. The work requires outside and inside contacts on matters requiring cooperation, explanation and persuasion. There is limited physical demand with considerable mental effort handling multiple projects concurrently. The work is subject to general policy direction, practices and procedures with general supervisory review. The incumbent participates with others, both inside and outside the unit in program development and service delivery.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## EXAMPLES OF DUTIES:

- Serves as clearinghouse information provider to City residents for all City, County, State, Caregiver, public, private, and non-profit Social Service resources, including services for persons with disabilities.
- Develops informational and promotional materials that describe available social services from all government levels, non-profits, etc. in multiple languages.

- Ensures wide distribution of promotional materials and information on available social services, using City publications, website, Cable TV, as well as distribution of written materials throughout the community.
- Provides connections to job providers and provides job referral assistance to residents.
- Administers Rockville Emergency Assistance Program (REAP) grants, conducts applicant interviews, makes appointments with service providers and contacts as needed. Works with Rockville Housing Enterprises (RHE) on REAP recidivists (credit, other workshops).
- Performs follow up investigations on effectiveness of referrals, interventions, etc.
- Arranges workshops on money management, housing resources, emergency management, etc. in partnership with other agencies
- Assist with community needs assessments and strategic and long-range planning efforts.
- Assists with coordinating City responses to crisis situations, such as structure fires, natural disasters, etc.
- Assists with the Holiday Drive.
- Researches information in coordination with other City departments and produces and disseminates information on low and moderate cost housing, maintains relationships and shares information with County, non-profit and other human service providers.
- Performs community outreach and assists with program management as needed.
- Backs up other Division functions.
- Works some evenings and weekends as required.
- Performs other duties as required.

### **QUALIFICATIONS:**

#### **Required Training and Experience:**

Any combination of training and experience equivalent to a Bachelor's Degree in Human Services or Public or Business Administration from an accredited university or college and two year progressively responsible experience in the coordination and/or delivery of community and social services. Being bilingual in English and Spanish is preferred. Must possess a driver's license valid in the State of Maryland.

#### **Preferred Knowledge, Skills and Abilities:**

- Knowledge of social and economic problems and the ways these problems affect both the families and individuals.
- Knowledge of demographics, data collection and analysis
- Knowledge of effective public information and communications techniques.
- Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.

- Skill to work effectively with representatives of other interested or affected agencies.
- Multilingual skills may be required based on population served.
- Ability to acquire and apply good working knowledge of relevant laws and practices.
- Ability to present thoughts both verbally and in writing, and to prepare and maintain necessary records and reports.
- Ability to develop factual, informative and appealing promotional materials on available community and social services.
- Ability to develop and maintain effective working databases relative to the work.